

# **OUT OF HOME SERVICES**

## **Process Description**

Prepared by: DCS Office of Information Systems



# **Out of Home Services Process Description Document**

**Prepared by:**

**Department of Children's Services  
Office of Information Systems**

# OUT OF HOME SERVICES

## Process Description

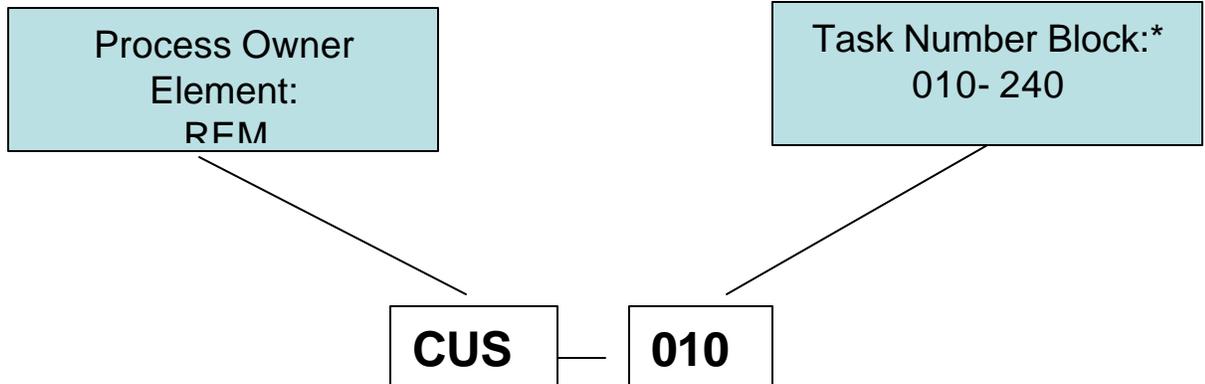
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## Process Element Definitions

**Task:** A unit of work to be completed that is part of the overall process.

Task naming convention:



**Task Owner:** Indicates the person/group that is responsible for performing the task.

**Participants:** Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

**Inputs:** Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

**Performance Steps:** The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

**Outputs/Deliverables:** The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

*\*Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

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## Process Description

**Process Name:** Out of Home Services

**Process Manager:** Elizabeth Black

**Process Description:** Children who enter the custody of DCS as the result of a CPS investigation or by order of Juvenile Court

### Interfaces w/ other processes:

- **CFTM Permanency Planning/Ongoing Assessment**
- **Child Placement**
- **Relative Caregiver / Families First Kinship Care Programs**
- **In Home Services**

### Process Participants:

Child and Family Team Members  
CPS Investigator  
Family Service Worker  
Family Service Team Coordinator  
Family Service Team Leader  
PSD  
DCS Legal

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### Task (OOH-010): CFTM / Case Planning / On-going Assessment

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Investigative Worker, PSD, DCS Legal, CFT members, Child and Family, CFTM Facilitator

**Inputs:** Investigation has been completed and the outcome indicates that on-going intervention from DCS may be necessary to ensure child safety; well-being and permanency or a child/youth is placed in the custody of DCS via court referral. DCS may file petitions for emergency or non-emergency removal. If not an emergency circumstance, the decision if it is in the best interest of the child to remain in the home will be the outcome of a Child and Family Team meeting.

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### Performance Steps:

1. If the child is not already placed outside the home, the CFT meets to determine if DCS will file for custody and place the child outside the home.
2. If the CFTM is being convened as the result of an investigation and it is determined that the case will move to Ongoing services, the hand-off to the Family Service Worker occurs at the CFTM.
3. If the child is already in custody and placed outside the home, the CFT meets to determine if a plan can be developed to allow the child to safely return home with services or determines if kinship or other community placements are available for the child.
4. The CFT meet to identify relatives / kin or other persons with meaningful pre-existing relationships with the child that might be considered for potential placement or visitation.
5. The CFT discuss the appropriateness of temporary placement and the possible trauma to the child related to a removal.
6. If the decision is to remove the child from the parent's custody, a plan is established to obtain the child's clothing and other items needed in placement.
7. The CFT discuss any health issues for the child, as well as any other immediate concerns.
8. If the decision is to remove the child from the parent's custody, a visitation schedule for the child and family is established. In addition, a schedule of contacts between the Family Service Worker and family is established.

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9. The CFT begins a discussion regarding the child's permanency plan and explains the purpose of a permanency plan to the child and family. A date to conduct the Permanency Plan CFTM is established.
10. CFTM facilitator documents all decisions / details from CFTM.
11. ***Refer to the process map and document for On-going Assessment / Case Planning for details regarding the tasks / activity involved in the On-going Assessment and Case Planning Process.***

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### Outputs/Deliverables:

- Decision regarding the custody status of a child or youth.
- An updated comprehensive Assessment
- Staffing Participants
- Staffing Summary / Placement Justification Form
- Visitation Schedule

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### Task (OOH-020): DCS Custody?

**Task Owner:** Family Service Worker, Investigative Worker, and Court

**Participants:** Family Services Worker CFT members, Child and Family, Relative Caregiver, the Court

**Inputs:** A determination is made if DCS will assume custody of the child or if custody will be vested with relatives.

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### Performance Steps:

1. CFT members review all available information, interview the child and family during the meeting and make the determination whether it is in the child's best interest to remain in the home.
2. If it is determined that it is in the child's best interest to remain in the home, In Home Services may be provided.
3. Family Service Worker or CPS Investigative Worker has discussion with relative caregiver

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regarding support services and legal options.

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#### Outputs/Deliverables:

- Determination if it is in the child's best interest to remain in the home.
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#### Task (OOH-030): In Home Services

**Task Owner:** Investigative Worker, Family Services Worker

**Participants:** CPS Investigator, Family Services Worker, Child and Family

**Inputs:** A determination is made during the CFTM that it is in the child's best interest to remain in the home.

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#### Performance Steps:

1. CFT members determine that child can be best served by receiving services while placed at home.
  2. The hand-off of case responsibility from the Investigative Worker to the Ongoing Family Service Worker will occur at the CFTM
  3. Appropriate In Home Services are identified.
  4. Family Services Worker arranges services. (See **In Home Services Business Process Map / Business Process Description Document** for details.)
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#### Outputs/Deliverables:

- A case that will receive ongoing In Home Services.
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#### Task (OOH-040): Relative Caregiver / Families First Kinship Care Programs

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Team Lead, Service Providers, Child, Family, CFT

**Inputs:** Determination is made that the child's best interest can best be served by the provision of Relative Caregiver / Families First Kinship Care services.

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### Performance Steps:

1. Departmental staff engages the family and identifies relatives who are willing to serve as a placement resource.
2. Based upon investigation / assessment outcome, the CFT determines that the child's best interest is served by remaining with or being placed with relatives.
3. *Refer to the process map and document for Relative Caregiver / Families First Kinship Care Program for details regarding the tasks / activities involved in the provision of Relative Caregiver / Families First Kinship Care Program services to a child / family.*

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### Outputs/Deliverables:

- Referral to the Relative Caregiver / Families First Kinship Care Program.
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### Task (OOH-050): Inform Family of Community Resources

**Task Owner:** Family Advocate

**Participants:** Family Service Worker, Family Advocate, Child, Family, Child and Family Team, Relative Family

**Inputs:** Determination made that family will participate in the Relative Caregiver / Families First Kinship Care Program.

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### Performance Steps:

1. Referrals are made to community services that may include Relative Caregiver Services, case management services, support services or both.
  2. Family / Relative Caregiver are made aware of available community resources.
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### Outputs/Deliverables:

- Referral to other agencies

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- May include continued participation in Relative Caregiver Program.
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### **Task (OOH-060): Child Placement**

**Task Owner:** Family Services Worker

**Participants:** CPS Investigator, Family Services Worker, Child and Family, Placement Services Division

**Inputs:** A determination is made during the CFTM that it is in the child's best interest to be placed outside the home

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### **Performance Steps:**

1. CFT members determine that child can be best served by receiving services while placed outside the home.
  2. The hand-off of case responsibility from the Investigative Worker to the Ongoing Family Service Worker will occur at the CFTM
  3. Family Services Worker arranges services. (**See Child Placement Business Process**)
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### **Outputs/Deliverables:**

- Child in the custody of DCS and placed in an Out of Home placement.
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### **Task (OOH-070): CFTM / Permanency Planning / Ongoing Assessment (Permanency Plan)**

**Task Owner:** Family Services Worker

**Participants:** Family Service Worker, CFT members, Child and Family, CFTM Facilitator

**Inputs:** It has been determined that on-going Out of Home Services and intervention from DCS is necessary to ensure child safety, well-being and permanency.

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### Performance Steps:

1. CFT members convene to develop the Permanency Plan for the child and family.
2. If the child is not currently placed with relatives / kin, the CFT discuss and attempt to identify relatives / kin that might be considered for potential placement or visitation.
3. The CFT discuss the appropriateness of the child's placement and the possible trauma to the child related to the removal.
4. The CFT discuss any health issues for the child, as well as any other immediate concerns.
5. Visitation schedule for the child and family is reviewed and updated. In addition, a schedule of contacts between the Family Service Worker and family is reviewed and updated.
6. CFTM facilitator documents all decisions / details from CFTM.
7. Family Service Worker documents permanency goal and all necessary actions to be completed by the parents, child / youth and / or DCS to facilitate the child / youth achieving the permanency goal.
8. Child / Family signs the Permanency Plan.
9. Family Service Worker provides a copy of the Permanency Plan to all CFTM participants.
10. A date to review the Permanency Plan is established.
11. ***Refer to the process map and document for On-going Assessment / Permanency Planning for details regarding the tasks / activities involved in the On-going Assessment and Permanency Planning Process.***

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### Outputs/Deliverables:

- Permanency Plan / Child's Permanency Plan
- Updated Assessment
- Updated Visitation Agreement

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### Task (OOH-080): Service Provision Activities

**Task Owner:** Family Service Worker

**Participants:** Family Services Worker, Child and Family

**Inputs:** A child in DCS custody placed in an Out of Home care setting.

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### Performance Steps:

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1. Family Service Worker conducts home visits per policy. Each child in an out-of-home placement shall be visited and seen face-to-face on a regular basis by the DCS FSW. When reunification is a child's sole permanency goal or when reunification is a concurrent goal, the DCS FSW shall visit the child's parents face-to-face on a regular basis and make regular home visits to the parents' home. The FSW shall also be responsible for making regular visits to contract agencies providing residential services for children and to family foster homes providing care for children
2. Family Service Worker begins / updates the child's Lifebook. The FSW assists children placed in DCS custody in preserving and documenting his / her history while in custody, by keeping a record with pictures and other significant memorabilia, as well as any photos, documents, and information regarding his or her birth family and circumstances prior to entering DCS custody.
3. Child receives an EPSDT Health screening within 30 days of custody with follow-up per policy. Children / youth in DCS custody must receive an annual Early Periodic Screening Diagnosis, and Treatment (EPSDT) screening in accordance with the American Academy of Pediatric periodicity schedule. EPSDT screening consists of the following 7 components:
  - a. Comprehensive health and development history
  - b. Comprehensive unclothed physical exam
  - c. Age-appropriate immunizations
  - d. Age-appropriate lab tests
  - e. Health education
  - f. Vision screen
  - g. Hearing screen.
4. Family Service Worker links the child and family with appropriate services and ensures those services are being provided at a level of intensity and continuity necessary to meet priority needs, reduce risks, facilitate successful transitions, and achieve adequate daily functioning for the parent and child.
5. Family Service Worker ensures the child and family are receiving needed services and the child's needs are being met. The FSW must maintain regular contact with the family and team to ensure that the strategies, actions, and services planned for the parent/family and child are being implemented in a timely, competent, and dependable manner, consistent with family-centered practice and necessary cultural accommodations.
6. Family Service Worker coordinates with Service Providers. The Family Service Worker ensures that Service providers (e.g., social workers, care staff, teachers, therapists, tutors, mentors) are receiving support and supervision necessary for adequate role performance in conducting the planned change strategies for the parent and child. Accomplishment of these implementation processes should maximize chances for successful results while minimizing

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- risks for the child and hardships for the child's parents/caregivers and family.
7. Family Service Worker monitors and documents Permanency Plan task completion and outcomes. All permanency plans will be developed in the context of a Child and Family Team Meeting (CFTM) and to the extent possible will reflect the consensus of the meeting's participants, while still meeting the Department's responsibility to assure safety, permanency, and well-being. The permanency plan shall establish realistic goals for the family, the child / youth, and the Department necessary to achieve permanency in a time limited manner, while supporting or building permanent connections to responsible adults for children/youth.
  8. FCRB – Foster Care Review Board reviews the case and provides recommendations periodically. Within ninety (90) days of the date of foster care placement and no less often than every six months thereafter, for so long as the child remains in foster care, the court of venue or the foster care review board shall review the permanency plan of each child in foster care and make a report on the progress made in achieving the goals contained in the permanency plan.

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### Outputs/Deliverables:

- Case receiving ongoing Out of Home Services.
  - Child in Out of Home care placement.
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### Task (OOH-090): Family Service Worker initiates Court Approval of Plan.

**Task Owner:** Family Services Worker

**Participants:** Family Services Worker, the Court

**Inputs:** Family Service Worker has documented the Permanency Plan

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### Performance Steps:

1. Family Service Worker submits the completed Permanency Plan to DCS Legal (if not present at CFTM).
2. DCS Legal will file a motion for a hearing for ratification or approval of the Permanency Plan and shall provide notice as required by law to all parties. The original Permanency Plan is filed with the Court and copies are retained for the DCS file. Parties required to receive notice shall be advised by the Family Service Worker (*at least seven (7) days in advance if notice is by telephone, and at least ten (10) days in advance, if notice is by certified*

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- mail*) of the date the Permanency Plan is to be presented to the Court.
3. Family Service Worker documents all notifications.

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### Outputs/Deliverables:

- Notification of court hearings.
- Completed Permanency Plan

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### Task (OOH-100): Court Approves Plan?

**Task Owner:** Court (Presiding Judge)

**Participants:** Court, DCS Legal, Family Service Worker

**Inputs:** DCS Legal has filed a motion for court to ratify / approve Permanency Plan.

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### Performance Steps:

1. Permanency Plan is presented to court either by Family Service Worker or by DCS Legal.
2. Court may approve Permanency Plan.
3. Court may not approve Permanency Plan. If court does not approve Permanency Plan, then another CFTM must be convened to develop a new Permanency Plan based on the outcome of the court hearing.

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### Outputs/Deliverables:

- Approved / Ratified Permanency Plan

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### Task (OOH-110): Family Service Worker documents court approval / ratification of Permanency Plan and continues with implementation of Permanency Plan

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker

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**Inputs:** Court approves / ratifies Permanency Plan.

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### Performance Steps:

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1. The Family Service Worker documents the court approval / ratification of the Permanency Plan.
  2. Family Service Worker works closely with the child and family to assist in the implementation of the Permanency Plan (task completion and goal achievement).
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### Outputs/Deliverables:

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- Documentation of Approved Permanency Plan
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**Task (OOH-120): Family Service Worker continues evaluation of progress on Permanency Plan / Service Provision activities.**

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Child and Family

**Inputs:** Child in DCS Custody

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### Performance Steps:

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1. Family Service Worker consults regularly with Team Leader and CFT to discuss child / family progress on Permanency Plan.
  2. The Permanency Plan may be modified when objectives are met, strategies are determined to be ineffective, new preferences or dissatisfactions with existing strategies or services are expressed, and / or new needs or circumstances arise.
  3. Family Service Worker may convene CFTM at any point if Permanency Plan needs revision. The FSW reconvenes the Child and Family team for reviews and revisions of the Permanency Plan when changes are needed, such as services are not being provided as planned, the child or family is not responding well to the services, or new issues have arisen that the team must address.
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### Outputs/Deliverables:

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- Evaluation of progress on Permanency Plan
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### **Task (OOH-130): CFTM / Permanency Planning / Ongoing Assessment**

**Task Owner:** Family Services Worker

**Participants:** Family Service Worker, CFT members, Child and Family, CFTM Facilitator, Resource Family

**Inputs:** A child and family are receiving On-going / Out of Home services and intervention from DCS to ensure child safety, well-being and permanency.

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### **Performance Steps:**

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1. CFT members convene to evaluate progress made regarding permanency and to develop the Permanency Plan for the child and family.
  2. If the child is not currently placed with relatives / kin, the CFT discuss and attempt to identify relatives / kin that might be considered for potential placement or visitation.
  3. The CFT discuss the appropriateness of the child's placement and the possible trauma to the child related to the removal.
  4. The CFT discuss any health issues for the child, as well as any other immediate concerns.
  5. Visitation schedule for the child and family is reviewed and updated. In addition, a schedule of contacts between the Family Service Worker and family is reviewed and updated.
  6. CFTM facilitator documents all decisions / details from CFTM.
  7. Family Service Worker documents permanency goal and all necessary actions to be completed by the parents, child / youth and / or DCS to facilitate the child / youth achieving permanency goal.
  8. Child / Family signs the Permanency Plan.
  9. Family Service Worker provides a copy of the Permanency Plan to all CFTM participants.
  10. A date to review the Permanency Plan is established.
  11. *Refer to the process map and document for On-going Assessment/Case Planning for details regarding the tasks/activity involved in the On-going Assessment and Case Planning Process.*
- 

### **Outputs/Deliverables:**

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- Permanency Plan / Child's Permanency Plan
  - Updated Assessment
  - Updated Visitation Agreement
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### **Task (OOH-140): Permanency Achieved?**

**Task Owner:** Family Service Worker, CFT, Child and Family

**Participants:** Family Service Worker, CFT, Child and Family

**Inputs:** CFTM Permanency Planning / Ongoing Assessment have been completed.

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### **Performance Steps:**

1. The result of the CFTM is a determination if sufficient progress has occurred and if the child has achieved permanency. Permanency Goals include: Return to Parent, Exit Custody to Live with Relatives, Adoption, Planned Permanent Living Arrangement (PPLA)
  2. If the permanency goal has not been achieved, the Family Service Worker updates the Permanency Plan accordingly and continues working with the child and family and having contact with the child and family per policy.
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### **Outputs/Deliverables:**

- Determination if a child's established permanency goal has been achieved.
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### **Task (OOH-150): Update Permanency Plan; Continue working tasks with family, contact per policy**

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Service Providers, Child and Family, Resource Family

**Inputs:** Determination that permanency goal has not been achieved.

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### Performance Steps:

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1. Review the child and family's progress towards permanency.
  2. Make an alternate plan for permanency, if applicable.
  3. Prepare the child and family team for finalizing a permanency decision at the twelve (12) month CFTM.
  4. Update Permanency Plan, if necessary.
  5. Family Service Worker continues working tasks with child / family.
  6. Family Service Worker continues to make contacts with child / family per policy.
  7. Family Service Worker documents all contacts with child / family and any progress made or lost on goal achievement.
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### Outputs/Deliverables:

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- Updated Permanency Plan
  - Documented contacts per policy.
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### Task (OOH-160): Ongoing Services Needed?

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, CFT Members, Child and Family

**Inputs:** Recommendation related to the necessity for Ongoing Family Services

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### Performance Steps:

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1. CFT members identify need for on-going family services for child /family.
  2. Family Service Worker documents service needs.
  3. Family Service Worker arranges for services.
  4. Family Service Worker consults regularly with Service Providers to monitor child / family participation, progress and service effectiveness.
  5. If Ongoing Services are needed, refer to the business process / requirements documentation for that specific program area.
  6. If Ongoing Services are not needed, the process for releasing the child from custody begins.
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### Outputs/Deliverables:

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- Determination if Ongoing Services are needed.
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### Task (OOH-170): Ongoing Family Services

**Task Owner:** Family Services Worker

**Participants:** Family Service Worker, Team Leader, Service Providers and other CFT members, DCS Legal, Child and Family

**Inputs:** A determination is made during the CFTM that the child / family has achieved the established permanency goal; however Ongoing Family Services are needed.

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### Performance Steps:

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1. CFT members determine that child / family can be best served by receiving Ongoing Family Services.
2. Appropriate Ongoing Family Services are identified.
3. Family Services Worker arranges services.

For specific tasks and activities involved in the delivery of the following services to children and families, please refer to the Business Process Map and Process Description Document for each specific service:

- a. **Out of Home Services (DCS Custody)**
  - b. **In Home Services (DCS Non-Custody)**
  - c. **Child Placement**
  - d. **Independent Living**
  - e. **Juvenile Justice**
  - f. **ICPC / ICJ**
  - g. **Adoption / Adoption Assistance**
  - h. **Subsidized Permanent Guardianship**
4. On-going Family Services can consist of one or a combination of several of these service types.
  5. The Family Service Worker will maintain regular contact with the child / family and with any service providers to monitor the effectiveness and appropriateness of services being delivered.
  6. If at any time the FSW feels that more services are needed, or if changes are needed to the existing Permanency Plan, a CFT meeting may be convened to discuss any issues or updates to the plan.

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7. FSW continues to update the comprehensive Assessment throughout the on-going service delivery phase.

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#### Outputs/Deliverables:

- A case that will receive Ongoing Family Services.
- Services Provided to the child / family
- Update comprehensive Assessment

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#### Task (OOH-180): Family Service Worker completes release paperwork

**Task Owner:** Family Service Worker

**Participants:** Court, Family Service Worker

**Inputs:** Determination that permanency has been achieved.

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#### Performance Steps:

1. Family Services Worker completes actions to release the child from DCS custody.
2. Submits release from custody documentation to DCS Legal.
3. DCS Legal requests court date.
4. Family Service Worker ensures family gets to court.
5. Family Service Worker attends hearing with family.

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#### Outputs/Deliverables:

- Completed paperwork to release child from DCS custody.

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#### Task (OOH-190): Court agrees to release from custody?

**Task Owner:** Court – Presiding Judge

**Participants:** Court – Presiding Judge, Family Service Worker, DCS Legal

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**Inputs:** Release from custody paperwork

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### Performance Steps:

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1. Family Service Worker / DCS Legal presents release from custody information to judge.
  2. Judge makes a ruling on whether to allow child to be released from DCS custody.
  4. If the court determines that it is not in the child's best interest to release the child from custody at this point, a subsequent CFTM is held to address any outstanding issues.
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### Outputs/Deliverables:

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- Court determination of whether to allow child to be released from DCS custody.
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**Task (OOH-200): Child released from care.**

**Task Owner:** Family Services Worker

**Participants:** Family Service Worker, Child and Family

**Inputs:** Judge approves trial home pass (if returned to parents) and release to home, or releases the child from DCS custody.

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### Performance Steps:

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1. Family Services Worker continues regular contact with child / family during trial home pass period (if child is returned to the parents). If Trial Home Pass is successful, no disruption, then child is released from DCS custody at end of Trial Home Pass.
  2. Family Service Worker provides information about available post custodial services.
  3. Upon exit from care, the Family Service Worker completes the exit survey.
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### Outputs/Deliverables:

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- Child released from DCS custody.
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**Task (OOH-210): Post Custody Services?**

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**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Child and Family

**Inputs:** A child has exited the custody of DCS

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### Performance Steps:

1. Decision is made if post custodial services will be provided to a child leaving the custody of DCS and /or to the family.
2. This service provision may include, Independent Living Services or a variety of service provision alternatives including, but not limited to foster care room and board, case management, financial support for education or job training, and other Independent Living services deemed necessary.
3. If a young adult's request is not access post custodial services, the FSW completes form *CS-0000, Refusal of Post Custody Services Notification – Youth Leaving Custody*.

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### Outputs/Deliverables:

- Determination of post custodial services will be provided.

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### Task (OOH-220): Ongoing Family Services

**Task Owner:** Family Services Worker

**Participants:** Family Service Worker, Team Leader, Service Providers and other CFT members, DCS Legal, Child and Family

**Inputs:** A child is released from DCS custody and a determination is made that the provision of Post Custodial Services is in the best interest of the child / family.

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### Performance Steps:

1. A determination is made that the child can be best served by receiving Post Custodial Services / Ongoing Family Services.
2. Appropriate Post Custodial Ongoing Family Services are identified.
3. Family Services Worker arranges services.

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4. For specific tasks and activities involved in the delivery of the following services to children and families, please refer to the process map and document for each specific service:
  - **Out of Home Services (DCS Custody)**
  - **In Home Services (DCS Non-Custody)**
  - **Child Placement**
  - **Independent Living**
  - **Juvenile Justice**
  - **ICPC/ICJ**
  - **Adoption/Adoption Assistance**
  - **Subsidized Permanent Guardianship**
5. Post Custodial On-going Family Services can consist of one or a combination of several of these service types.
6. The Family Service Worker will maintain regular contact with the child/family and with any service providers to monitor the effectiveness and appropriateness of services being delivered.
7. If at any time the FSW feels that more services are needed, or if changes are needed to the existing Permanency Plan, a CFT meeting may be convened to discuss any issues or updates to the plan.
8. FSW continues to update the comprehensive Assessment throughout the Post Custodial On-going service delivery phase.

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### Outputs/Deliverables:

- A case that will receive Post Custodial Ongoing Family Services.
- Services Provided to the child / family
- Update Comprehensive Assessment

### Task (OOH-230): Inform Family of Community Resources.

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Child and Family

**Inputs:** Must occur prior to closing the child and family Out of Home services case.

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### Performance Steps:

1. Family Service Worker meets with family to discuss the child's release from custody.

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2. Family Service Worker gives information to family regarding agencies that provide on-going support services. (Strictly voluntary on the part of the family.)

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### Outputs/Deliverables:

- Family contact
  - Family informed of community resources
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**Task (OOH-240): Family Service Worker documents and closes case.**

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker

**Inputs:** Child has been released from DCS custody and the child and family have been informed of community resources.

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### Performance Steps:

1. Family Service Worker documents that the child and family have been informed of community resources and closes the ongoing Out of Home services case
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### Outputs/Deliverables:

- Closed Case.
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# OUT OF HOME SERVICES

## Process Description

Prepared by: DCS Office of Information Systems



## Stakeholder Sign-Offs

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**Viola P. Miller, Commissioner, Department of Children's Services**      **Date**  
**Project Sponsor**

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**Elizabeth Black, Executive Director, Office of Child Permanency**      **Date**  
**Project Sponsor**

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**Shalonda Cawthon, Executive Director, Office of Child Safety**      **Date**  
**Project Sponsor**

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**Debbie Waddell, Director, Prevention and Preservation**      **Date**  
**Project Sponsor**

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**Michael Bowie, Executive Director, Office of Information Systems**      **Date**